

ORIGINAL



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Memorandum
From the office of
Chairman Doug Little
Arizona Corporation Commission
1200 W. WASHINGTON
PHOENIX, ARIZONA
(602) 542-0745

2016 APR -5 P 12: 52

AZ CORP COMMISSION
DOCKET CONTROL

TO: Docket Control

DATE: April 4, 2016

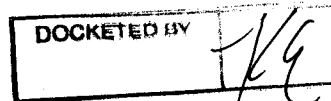
FROM: Chairman Doug Little's Office

SUBJECT: Docket No. W-02250A-14-0028

Chairman Little's office received the attached letter referencing the above Docket Number. The letter can be viewed either in Docket, or on the website via the eDocket link.

Arizona Corporation Commission
DOCKETED

APR 05 2016



March 31, 2016

Mrs. Shirley P. Begay, Ms. Betty Smith, & Mrs. Devonna Thomas
PO Box 191 (Lot #18) & PO Box 181 (Lot #173)
Sanders, Apache County, Arizona 86512

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

RE: Arizona Windsong Water Company Inc

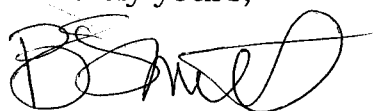
After several years, since the death of the original owner, there had been numerous reconstruction of this company's billing policy and it has been an experience dealing with this company as well as a nightmare. And I still fill my water jugs from Gallup, NM, Holbrook, AZ, or St. Johns, AZ (radius of 50 miles) just about twice month for myself alone.

During these past years, we had been cheated in our water usage and payments; making us pay the same payment twice; bullied and intimidated us if we voiced our complaint by shutting our water supply to our lot; cussed and yelled at when we request a detail service charges and what it was based on; and when we started our complaint about the contaminated water, we were threatened. That was only the beginning. Even though, there has been very good news coming from your office and it is understandable that it will take time and patience for the business deal to change hands; however, Arizona Windsong Water Company Inc. is not taking the situation well. Since the decision had been made, the company had been charging the Park Estate residents \$37.12 a month minimum (still contaminated) since December 2015. That was predictable; but then, my daughter received February 2016 water bill statement from "Arizona Windsong Water Inc" that she owes them \$79.80. The month in questioned was January 2015. I assume the date was incorrect; so, I send a copy of the January 2016 receipt - MO# 17320238779 for \$37.14, along with the payment \$43.12 - MO#17366549291 (late charge included). March water bill statement had arrived early which shows my daughter now owes \$94.02. Wow! Is this company in severe depression? Presently, we are not the only Park Estate resident that is having problems with this company. A resident had his water turned off and he had to show his receipt to the Justice of the Peace that it was paid on time and a church member we know had to pay again for a month she had already paid. There are other incidents that other Park Estate residents are getting billing statement that have no explanations for the additional charges.

Mrs. Shirley P. Begay, Ms. Betty Smith & Mrs. Devonna Thomas
Arizona Corporation Commission / March 31, 2016

Presently this is what we are dealing with. Finding out our drinking water was contaminated and the Arizona Windsong Water Company Inc. knew about it but still delivered it, was more than I can sit back and accept it. I have relatives, friends, and neighbors that have cancer. Whether they got it from the water or from other sources, it still makes one question the safety of our health living near the Puerco River; which, I must remind you that the company's water pump is still located. Nevertheless, our roots were planted here when we decided to purchase land and build a home on it; no one warn us about the spill in 1979 nor what this water business and attitude was like. This is pure retaliation because the company is losing control over the customers. Therefore, if there is anything you can do to assist us with this company, we would be very grateful. (Get them to return our money would be nice; of course, that will never happen.)

Sincerely yours,



Ms. Betty Smith

E-mail: bl_begaysmith@yahoo.com

Enclosed: Copies of January, February, and March 2016 plus copy of three receipts. (Sunstate Environmental of Yuma, Arizona took care of Arizona Windsong Water Company Inc billing statements from March to December 2015, so I have to locate my mother's and daughter's January to April 2015 bill statements. Until then, my daughter informed (copy of AZ Windsong Water Co Inc letter), that she will only pay the minimum of \$37.12 for January, February, and March 2016; so, we can make some inquiries on the missing payments.

1/31/16	Minimum Charge			37.12				37.12
DATE	PRESENT	PREVIOUS	CONSUMED	WATER		WATER	WATER	
METER READING			BALANCE	CURRENT CHARGES		CREDITS	PREVIOUS BALANCE	
SERVICE BILL			37.12	WATER SERVICE BILL			BALANCE DUE 37.12	

Devonna Thomas
Box 181
Sanders, Az. 86512

ARIZONA WINDSONG WATER, INC

P.O. Box 261 SANDERS, ARIZONA 86512

1-505-879-6700 870-2330

Please pay by the 10th

Late charges after the 15th

Shut off on the 20th

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

SUBJECT TO TURN OFF WITHOUT NOTICE

Mrs. Shirley P. Begay, Ms. Betty Smith & Mrs. Devonna Thomas
Arizona Corporation Commission / March 31, 2016

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MONEY ORDER RECEIPT - NON NEGOTIABLE

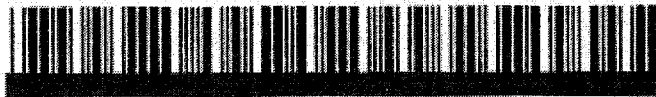
JAN 2016

ARIZ WINDSONG WATER INC

AGT 722205 LOC 007203 DT 022016 \$37.14 37DOLLARS AND 14CENTS

Payable to:
RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK. For your own records, it is recommended that you make a photocopy of this processed Money Order before providing it to the recipient.
PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the back of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with the original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-859-8999.

* 1 7 3 2 0 2 3 8 7 7 9 *



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2/9/016	-	-	-	3712	5.56	3712	7980
DATE	PRESENT	PREVIOUS	CONSUMED	WATER	Lat Pym WATER for Jan-8/15	Jan 015 WATER	
7/2/016	METER READING		BALANCE	CURRENT CHARGES	CREDITS	PREVIOUS BALANCE	
SERVICE BILL			7980	WATER SERVICE BILL			BALANCE DUE 79.80

Devonna Thomas
Box 181
Sanders, Az. 86512

ARIZONA WINDSONG WATER, INC

P.O.Box 261 SANDERS, ARIZONA 86512

1-505-879-6700 870-2330

Please pay by the 10th

Late charges after the 15th

Shut off on the 20th

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

SUBJECT TO TURN OFF WITHOUT NOTICE

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MONEY ORDER RECEIPT - NON NEGOTIABLE

FEB 2016

AGT 722205 LOC 007203 DT 030416 \$43.12 43DOLLARS AND 12CENTS

ARIZONA WINDSONG WATER INC

Payable to:
RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK. For your own records, it is recommended that you make a photocopy of this processed Money Order before providing it to the recipient.
PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the back of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with the original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-859-8999.

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Mrs. Shirley P. Begay, Ms. Betty Smith & Mrs. Devonna Thomas
Arizona Corporation Commission / March 31, 2016

3/15/16	Acct Opening Report for Yuma Az.	94.02				94.02
DATE	PRESENT	PREVIOUS	CONSUMED	WATER	WATER	WATER
METER READING			BALANCE	CURRENT CHARGES	CREDITS	PREVIOUS BALANCE
SERVICE BILL			94.02	BALANCE DUE 94.02		

WATER SERVICE BILL

ARIZONA WINDSONG WATER, INC

P.O. Box 261 SANDERS, ARIZONA 86512

1-505-879-6700 870-2330

Please pay by the 10th

Late charges after the 15th

Shut off on the 20th

RETURN THIS PORTION OF BILL WITH YOUR REMITTANCE

SUBJECT TO TURN OFF WITHOUT NOTICE

over →

Here is a H2O Bill that was never pd to
Nancy M. in Yuma az. 90 Az. Windsong H2O comp.

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MAR 2016

AZ WINDSONG WATER INC

AGT 722205 LOC 007203 DT 033116 \$31.10 31 DOLLARS AND 10 CENTS

Payable to:
Before this MONEY ORDER RECEIPT, IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT
INFORMATION BELOW AND ON BACK. For your own records, it is recommended that you make a photocopy of the completed Money
Order before providing it to the receiver.
PURCHASE AGREEMENT: You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment
on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the face of the Money Order at the time of
purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide
WUFSI with this original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer
service, call 1-800-959-0660.

* 1 7 3 6 6 5 4 9 5 1 0 *



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Copies:

Representative Ann Kirkpatrick
405 North Beaver Street
Suite 6
Flagstaff, Arizona 86001

Senator Carlyle Begay
1700 West Washington Street
Room 315
Phoenix, Arizona 85007

Mrs. Shirley P. Begay, Ms. Betty Smith & Mrs. Devonna Thomas
Arizona Corporation Commission / March 31, 2016

Sunstate Environmental
4743 East 30th Place
Yuma, Arizona 85365

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, Arizona 85007

Lyn A. Farmer, Esq.
Chief Administrative Law Judge
Hearing Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Janice Alward, Esq.
Chief Counsel / Legal Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Mr. Doug Little, Chairman
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007
Commissioner Tom Forese
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Commissioner Andy Tobin
Arizona Corporation Commission
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Commissioner Bob Burns
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Commissioner Bob Stump
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Navajo Environmental Protection
Agency
ATTN: Ms. Yolanda Barney,
Environmental Program Manager
Public Water System Supervision
Program
PO Box 339
Window Rock, Arizona 86515

Ms. Cameron Madid
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Steven Olea, Director
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Arizona Department of
Environmental Quality
ATTN: Mark Shaffer
1110 West Washington Street
Phoenix, Arizona 85007

Mr. Rex P. Kontz
Deputy General Manager
Navajo Tribal Utilities Authority
rpkontz@ntua.com

Mr. Michael B. Whiting
Apache County Attorney
PO Box 637
St. Johns, Arizona 85936-0637

March 28, 2016

Devonna Thomas
PO Box 181
Sanders, Arizona 86512-0181

Arizona Windsong Water Company Inc
PO Box 261
Sanders, Arizona 86512-0181

RE: Billing statements for January, February, and March "2016"

I must apologize for the misunderstanding and assume you had just made an error in the year. Therefore, I must recalculate my payments:

January 31, "2016":

\$37.12 // \$37.12	MO #17320238779 - \$37.14	+ 2 cents
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February 29, "2016":

\$79.80 // \$37.12	MO #17366549291 - \$43.12	+ \$6.00
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March 15, "2016":

\$94.02 // \$37.12	MO #17-366549510 - \$31.10	- \$6.02
- \$6.02		

BALANCE FOR "2016":

"ZERO"

- 0 -

As for the other payments, I will have to make some inquiries on the January to April 2015 billing statement and receipts. Until then, I will continue to pay only the "**MININIUM CHARGE**" of \$37.12 for water usage each month.

Sincerely,



Devonna Thomas